		Number of Complaints		Resolved
Provider Group	Source of Complaint	Received	Satisfied Clients	Complaints
•	Application Process			•
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email- HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Application Process Complaints		0	0	0
			0	0
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email- HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
<b>Total Application Process Complaints</b>	for University Hospital	0	0	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email- HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Application Process Complaints		0	0	0
			_	
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email- HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
<b>Total Application Process Complaints</b>	for Other Urban Hospitals	0	0	0
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email- HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Application Process Complaints		0	0	0
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
<b>Total Application Process Complaints</b>		0	0	0
Total	Application Process Complaints	0	0	0

		Number of Complaints		Resolved
Provider Group	Source of Complaint	Received	Satisfied Clients	Complaints
	Patient Billing Complaints			
Denver Health Hospital	Phone - HCPF	1	1	1
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
<b>Total Patient Billing Complaints fo</b>	or Denver Health Hospital	1	1	1
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
<b>Total Patient Billing Complaints fo</b>	or University of Colorado Hospital	0	0	0
	DI LICER	0	0	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor  Mail - Governor	0	0	0
Colorado Springs Hospital Colorado Springs Hospital	Email - Governor	0	0	0
Total Patient Billing Complaints for		0	0	0
Total Fatient Binnig Complaints to	or Colorado Springs Hospital	U	U	U
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
Total Patient Billing Complaints for	or Other Urban Hospitals	0	0	0
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Patient Billing Complaints for		0	0	0
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Patient Billing Complaints for		0	0	0
	<b>Total Patient Billing Complaints</b>	1	1	1

		Number of Complaints	g	Resolved
Provider Group	Source of Complaint	Received	Satisfied Clients	Complaints
	tration/Customer Service Complaints			
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Registration/Customer Service	ce Complaints for Denver Health Hospital	0	0	0
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
	ce Complaints for University of Colorado Hospital	0	0	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Registration/Customer Service	ce Complaints for Colorado Springs Hospital	0	0	0
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
<b>Total Registration/Customer Service</b>	ce Complaints for Other Urban Hospitals	0	0	0
D 111 11 1	DI LICRE	1	1	1
Rural Hospitals	Phone - HCPF	1	1	1
Rural Hospitals	Mail - HCPF Email - HCPF	0	0	0
Rural Hospitals	· · · · · ·	0	0	0
Rural Hospitals Rural Hospitals	Phone - Governor  Mail - Governor	0	0	0
Rural Hospitals	Email - Governor  Email - Governor	0	0	0
Total Registration/Customer Service		1	1	1
Total Registration/Customer Service	C Complaints for Kurai Hospitals	1	1	1
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
<b>Total Registration/Customer Service</b>		0	0	0
Total Re	egistration/Customer Service Complaints	1	1	1

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Ph	ysician/Quality of Care Complaints			
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Physician/Quality of Care Co	omplaints for Denver Health Hospital	0	0	0
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
	y of Care for University of Colorado Hospital	0	0	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
	omplaints for Colorado Springs Hospital	0	0	0
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
	omplaints for Other Urban Hospitals	0	0	0
		U		V
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Physician/Quality of Care Co	omplaints for Kural	0	0	0
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Physician/Quality of Care Co		0	0	0
Total	Physician/Quality of Care Complaints	0	0	0

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Acc	cess to Referral Services Complaints			
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Access to Referral Services Compla		0	0	0
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
	Complaints for University of Colorado Hospital	0	0	0
		0	0	0
Colorado Springs Hospital	Phone - HCPF Mail - HCPF	0	0	0
Colorado Springs Hospital			-	
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor Complaints for Colorado Springs Hospital	0 <b>0</b>	0	0
Total Access to Referral Services C	Complaints for Colorado Springs Hospital	U	U	U
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
Total Access to Referral Services (	Complaints for Other Urban Hospitals	0	0	0
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Access to Referral Services C	Complaints for Rural Hospitals	0	0	0
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Access to Referral Services C	•	0	0	0
	Access to Referral Services Complaints	0	0	0

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
	Provider Return Call Complaints			
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Provider Return Call Compl	aints for Denver Health Hospital	0	0	0
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
	aints for University of Colorado Hospital	0	0	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Provider Return Call Compl	aints for Colorado Springs Hospital	0	0	0
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
<b>Total Return Call Complaints for</b>	Other Urban Hospitals	0	0	0
DIII	DI HODE	0	0	0
Rural Hospitals	Phone - HCPF Mail - HCPF	0	0	0
Rural Hospitals Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Return Call Complaints for 1		0	0	0
Total Return Can Compiants for	IXII at 1105pitats	U	U	U
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Return Call Complaints for		0	0	0
	Total Return Call Complaints	0	0	0

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
CICD D				
	iscounted Service Availability Complaints		0	
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital  Denver Health Hospital	Mail - Governor Email - Governor	0	0	0
		0	0	0
Total CICP Discounted Service Av	vailability Complaints for Denver Hospital	U	U	U
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
	vailability Complaints for University of Colorado Hospital	0	0	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total CICP Discounted Service Av	vailability Complaints for Colorado Springs Hospital	0	0	0
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email -Governor	0	0	0
	vailability Complaints for Other Urban Hospitals	0	0	0
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
	vailability Complaints for Rural Hospitals	0	0	0
			<b>U</b>	•
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
	vailability Complaints for CICP Clinics	0	0	0
Total D	iscounted Service Availability Complaints	0	0	0

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
•	1	•		•
	Other Complaints			
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Other Complaints for Denve		0	0	0
-				
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
<b>Total Other Complaints for Univer</b>	rsity of Colorado Hospital	0	U	0
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Other Complaints for Colora	ado Springs Hospital	0	0	0
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
<b>Total Other Complaints for Other</b>	Urban Hospitals	0	0	0
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
<b>Total Other Complaints for Rural</b>	Hospitals	0	0	0
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Other Complaints for CICP		0	0	0
	Total Other Complaints	0	0	0

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
	Total Summary by Providers			
Denver Health Hospital		1	1	1
University of Colorado Hospital		0	0	0
Colorado Springs Hospital		0	0	0
Other Urban Hospitals		0	0	0
Rural Hospitals		1	1	1
CICP Clinics		0	0	0
	Grand Total of all Complaints	2	2	2
Total calls to Customer Service - October 2013		83		
Total calls to Customer Service - November 2013		53	1	
Total calls to Customer Service - December 2013		111	1	
T	Total calls to Customer Service			

	Description of Headers
Application Process	Rating, documents requested, availability of screening appointments
Billing	Bills from Non-CICP Provider, Surgeon/Physician, non inpatient costs
Registration/Customer Service	Miscommuication, preceived rudeness
Physician/Quality of Care	Disputed diagnosis, preceived lack of empathy, long waiting lists
Access to Referral Service	Lack of Specialists accepting CICP
Provider Return Call	Supervisor or manager returning client's call
CICP Discounted Service Availability	Locating provider in certain counties to fill presciptions, outpatient
Other	Complaints about CICP Program